

CLERK SUPERVISOR

KIND OF WORK

Supervisory and highly independent clerical work.

NATURE AND PURPOSE

An employee in this class performs supervision and is responsible for handling independently with little direction or procedural control an important and difficult clerical function.

Supervisory responsibility includes: assigning and controlling flow of work, changing and/or modifying clerical procedures, training employees, effectively recommending hiring and disciplinary actions, and conducting performance evaluations. Difficulty and responsibility of clerical work involves independent judgment with limited procedural control, serious consequence of error and review only upon request. Serious consequence of error includes loss of revenue, serious disruption of work or extreme inconvenience to the public. Considerable experience in the department is frequently required in order to provide a thorough knowledge of the problems, procedures and policy with respect to general functions performed.

Deviations from procedures and policies may be made at this level. Directions are usually received through informal conferences, analysis of work projects, and through a general evaluation of results.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises the work of a group of clerical employees engaged in performing moderately difficult clerical operations.

Prepares records for review with project estimates for annual reports for a small organizational unit.

Devises, improves and installs work procedures and forms, subject to review by a supervisor.

Independently handles a functional phase of the departmental operating clerical programs, including writing correspondence, making decisions in accordance with general policy established, handling public contacts, and in some instances receiving and accounting for money received through activities performed.

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Extensive knowledge of program operations and policies with respect to general functions performed.

Thorough knowledge of business English, spelling and basic mathematics.

Thorough knowledge of modern office procedures, practices and equipment.

Considerable knowledge of the principles and practices of office management and supervision.

Ability to:

Ability to plan, assign and supervise the work of other clerical employees.

Ability to apply and interpret policies and procedures.

Ability to carry out administrative and supervisory functions independently and to process correspondence without review.

Ability to maintain a complex record system and to independently prepare reports.

Ability to understand and effectively carry out complex oral and written directions.

Est.: 3/81
Rev.:

TC: 11/17
Former Title(s): Clerk 4 Supervisor